

## City of Memphis RFP #26945 - Questions

**From: Net Gain Marketing, Inc.**

Please confirm the due date for this procurement is 10/10/2014. **Yes, it is.**

What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

To how many vendors are you seeking to award a contract? **One.**

Please describe your level of satisfaction with your current vendor(s), if applicable. **We are satisfied with our current vendor.**

Will accounts be primary placements, not having been serviced by any other outside collection agency, and/or will you also be referring secondary placements? If so, should bidders provide proposed fees for secondary placements also? **Accounts will be primary placements. After 180 days, collections go to a separate vendor.**

What collection attempts are performed or will be performed internally prior to placement? **None.**

What is the total dollar value of accounts available for placement now by category, including any backlog? **Self-pay claims sent to collection average \$1.4M per month**

What is the total number of accounts available for placement now by category, including any backlog? **Self-pay claims sent to collection average 2,600 per month**

What is the average balance of accounts by category? **Self-pay average is \$538**

What is the average age of accounts at placement (at time of award and/or on a going-forward basis), by category? **Refer to other answers. This RFP does not deal with the collections piece.**

What is the monthly or quarterly number of accounts expected to be placed with the vendor(s) by category? **Refer to other answers. This RFP does not deal with the collections piece.**

What is the monthly or quarterly dollar value of accounts expected to be placed with the vendor(s) by category? **Refer to other answers. This RFP does not deal with the collections piece.**

What has been the historical rate of return or liquidation rate provided by any incumbent(s), and/or what is anticipated or expected as a result of this procurement? **Refer to other answers. This RFP does not deal with the collections piece.**

If applicable, will accounts held by any incumbent(s) or any backlog be moved to any new vendor(s) as a one-time placement at contract start up? **The previous vendor will handle any old accounts. The new vendor will start with new accounts.**

**From: Client Services, Inc.**

Are volume projections available for existing inventory as well as future monthly placements (e.g. number of accounts, average balance, total face value, etc.)? **Refer to previous answers. This RFP does not deal with the collections piece.**

Is historical liquidation rate/performance data available? **Refer to previous answers. This RFP does not deal with the collections piece.**

**From: EMS Management and Consultants, Inc.**

Can you provide the fee you are being charged by your current vendor? **8.9%**

Will you provide a copy of your end of year Financial Scorecard provided by your current provider for fiscal 2012 and 2013 and 2014? **All financial questions are answered below. All financial data is based on date of service.**

Will you provide the net charges for fiscal 2012 and 2013 and 2014?

**FYE 2012 - \$36.2M**

**FYE 2013 - \$34.7M**

**FYE 2014 - \$37.2M**

Can you provide the total collections for fiscal 2012 and 2013 and 2014?

**FYE 2012 - \$19.8M**

**FYE 2013 - \$19.9M**

**FYE 2014 - \$18.6M \*\*\* Claims are not fully resolved for this period**

Please provide the average revenue collected per transport for fiscal year 2012 and 2013 and 2014 as reported by your current vendor?

**FYE 2012 - \$253**

**FYE 2013 - \$247**

**FYE 2014 - \$231 \*\*\* Claims are not fully resolved for this period**

Can you provide the payor mix by primary payor for the following categories?

**FYE 2013**

**Medicare – 30%**

**Medicaid – 31%**

**Commercial Insurance – 13%**

**Patient Pay – 25%**

Can you provide the average loaded mileage per transport? **See chart below**

Will you provide the list of hospitals you transport to? **Methodist University, Methodist North, Methodist South, Methodist Germantown, Methodist LeBonheur, Regional One (Trauma, Medicine, and Burn), Crump Women's, Baptist Memphis, Baptist Women's, St. Francis Park, St. Francis Bartlett, Delta, VA.**

Can you provide the number of transports for each call type for fiscal year 2013 and 2014?

**FYE 2013**

**ALS Emergency – 65,132**

**ALS Non-Emergency - 0**

BLS Emergency – 11,095  
BLS Non-Emergency - 0  
ALS 2 - 764  
SCT – 0

**FYE 2014**

ALS Emergency – 61,268  
ALS Non-Emergency - 0  
BLS Emergency – 15,338  
BLS Non-Emergency - 0  
ALS 2 - 776  
SCT - 0

Will you provide the current charges for each level of service?

ALS Emergency (A0427) - \$800  
ALS Non-Emergency (A0426) - NA  
BLS Emergency (A0429) - \$800  
BLS Non-Emergency (A0428) - NA  
ALS 2 (A0433) - \$800  
SCT (A0434) - NA  
Mileage (A0425) - \$17  
Treatment No Transport (A0998) - \$150

Please describe your current practice for managing Notice of Privacy Practice (NPP). Will the successful vendor be responsible for mailing NPP's? **Yes.**

How many employees does EMS have? **Approximately 1300 licensed EMS personnel.**

Does the City currently use a 3<sup>rd</sup> party collection agency in efforts to collect unpaid balances for EMS transport? **Yes.**

Can the City please provide exact detailed specifications on the hardware, installation and software requirements desired with this RFP? **We are open to your proposals. We would prefer tablets.**

Would the City consider a 4 year contract with one 1 year extension in reference to the hardware refresh? **No.**

**From: RAB**

Please provide any historical liquidation and recovery statistics. **Refer to other answers. This RFP does not deal with the collections piece.**

Previous contractual commission rates. **8.9%**

Average balance. **Refer to other answers.**

**From: Intermedix**

	FY2012	FY2013
Total Billable Transports	<b>78,248</b>	<b>80,588</b>
Total Unbillable Transports*	<b>*</b>	<b>*</b>
Total Gross Charges	<b>\$64.4M</b>	<b>\$58.8M</b>
Total Net Charges (defined as gross charges less mandatory write offs)	<b>\$36.2M</b>	<b>\$34.7M</b>
Total Payments	<b>\$19.8M</b>	<b>\$19.9M</b>
Average Loaded Mileage	<b>6.6</b>	<b>6.4</b>
Total Mandatory Adjustments and Write offs	<b>\$28.1M</b>	<b>\$24.1M</b>
Mature Charge Mix by Payer Class (expressed in Dollar Volumes if possible)		
MEDICARE	<b>\$18.4M</b>	<b>\$15.9M</b>
MEDICAID	<b>\$20.4M</b>	<b>\$19.8M</b>
COMMERCIAL	<b>\$8.3M</b>	<b>\$7.4M</b>
SELF-PAY	<b>\$17.2M</b>	<b>\$15.6M</b>
Payment Mix by Payer Class (expressed in Dollar Volumes if possible)		
MEDICARE	<b>\$7.3M</b>	<b>\$7.9M</b>
MEDICAID	<b>\$4.1M</b>	<b>\$4.3M</b>
COMMERCIAL	<b>\$7.3M</b>	<b>\$6.8M</b>
SELF-PAY	<b>\$953k</b>	<b>\$891k</b>

\* We have found common categories of non-billable accounts to be issues like lack of signature for Medicare claims and lack of medical necessity for Medicare and Medicaid claims. Would the City please provide each of these categories that are defined as unbillable in the form of a percentage or numeric value so that we are able to utilize those categories per your expectations when calculating collection percentages?

**\* All claims are billed in accordance with CMS guidelines**

**\*\* Please provide the formula utilized to derive your collection percentage in table above.**

Please provide a list of your receiving facilities. **Duplicate question, see above for answer.**

We assume the City of Memphis does not have any contracts in place with commercial contract insurers for an allowable amount. If contracts have been put in place, please provide the details on the contracted amounts and volume to those payers. **N/A**

Does the City utilize a collection agency? If so, would the city be inclined to keep the same collection agency (please identify name of collection agency) or is City open to a new collection agency? **Yes, we utilize a collection agency. That contract is not up for renewal until 2016.**

If the City utilizes a collection agency, please provide the average monthly amount referred to your outside collection agency. **Refer to other answers.**

#### CHARGES QUESTIONS

Please provide the fees for mileage in each level of service (BLS, ALS1, ALS2 & SCT). **\$12 per mile.**

Does the City charge supplemental fees? If so, please provide any other supplemental fees the city charges (e.g. Oxygen, EKG's, etc.). **Yes. Refer to the PowerPoint from the Pre-Bid conference.**

Did Memphis have a fee change for FY14 or is there any anticipated fee change next year? If so, please provide those details if possible. **No change for FY14. We are open to discussing changes for next year.**

When was the last time Memphis raised your rates? Please provide those details if possible. **The base rate was raised from \$650 to \$800 on 1/1/14.**

#### HARDWARE, SOFTWARE AND INTEGRATION QUESTIONS

Please provide the costs associated with the ImageTrend ePCR solution and the additional modules that the selected vendor will be responsible for paying (i.e. hardware, software, CAD integration, monitor import, wireless costs, training etc.). **Please contact ImageTrend directly for their pricing.**

What is your tablet preference- iPad, Android, or Windows? Please provide the exact specification of your tablet preference. **No preference.**

Please provide the hardware you are currently using to run your ImageTrend software. **Panasonic Toughbook CF-16 (various specs).**

How much does your current ImageTrend software cost the City yearly or monthly? Could you please provide the last ImageTrend invoice the City received if possible? **Please contact ImageTrend directly for their pricing.**

Do you currently own the following modules for ImageTrend- Rescue Bridge, Visual Informatics, Mapping and Reporting System MARS, Strategic Triggered Alerts and Reporting (STAR), Hospital Hub, Patient Registry, Community Paramedicine, Resource Bridge, and Patient Tracking? If not, please provide the costs of these additional modules if the billing vendor selected must purchase them. **No. Please contact ImageTrend directly for their pricing.**

Is the expectation that all tablets are refreshed every 18 months or is the city considering that a portion of the tablets be refreshed? **We would prefer to refresh a portion at a time.**

How many new tablets does the City need at the start of the contract? **Approximately 400-500.**

#### CITY POLICY QUESTIONS

What changes in call volume does the City expect in the following years? **Based on previous years, our calls increase by 1000-4000 runs each year.**

Do you currently utilize an EBO firm? If so, what function is your current EBO firm playing? Would you be inclined to use your current EBO or are you open to a new EBO partner? **This RFP is open to vendors. A 12% EBO goal has been set. Our Office of Contracts Compliance has a list of approved EBO vendors. They will also assist new vendors in becoming an approved EBO vendor with the City of Memphis.**

Does the City use a lockbox for payments? **Yes.**

Will the financial information that vendors provide be kept confidential? **The City of Memphis will not release any confidential information unless required by FIOA.**

In the RFP Technical summary, the City requests that "The proposal shall also indicate how your firm will assist in reaching our revenue goals." Please define the revenue goals the City is looking for its future vendor to reach. **Our current goal is \$20,000,000 for the fiscal year.**

## **From: The Affiliated Group**

1. Why is the current project out for bid? **The previous contract is good through October 2014 (a five year contract).**
2. How many vendors are you currently using for this project? **One.**
3. To how many vendors are you seeking to award a contract for this project? **One.**
4. Can you describe what happens to the accounts prior to sending them to a third party agency? This contract is for the initial billing. **All billing is handled by the billing vendor. After 180 days, unpaid bills are sent to the collections vendor.**
5. What is your number one measurement when working with agencies? Gross Liquidations, net back, compliance, etc.? **Please refer to the evaluation and award criteria for the RFP.**
6. Is any skip work done on accounts before they are sent to agencies? If so, are you passing skip-located cell phones to the agencies? **The collections vendor utilizes skip work.**
7. Do you use an auto dialer for any phone calls? **The collections vendor utilizes an auto dialer.**
8. Can you explain the number one thing you look for when selecting an agency to work with? **Please refer to the evaluation and award criteria for the RFP.**
9. What is the total dollar value of accounts available for placement now by category, including any backlog? **Duplicate question, see above for answer.**
10. What is the total number of accounts available for placement now by category, including any backlog? **Duplicate question, see above for answer.**
11. What is the average balance of accounts by category? **Duplicate question, see above for answer.**
12. What is the average age of accounts at placement, by category? **Duplicate question, see above for answer.**
13. What is the monthly or quarterly number of accounts expected to be placed, by category? **Duplicate question, see above for answer.**
14. What is the monthly or quarterly dollar value of accounts expected to be placed, by category? **Duplicate question, see above for answer.**

15. What has been the historical rate of return or liquidation rate provided by any incumbent(s)? What is the anticipated or expected liquidation rate for this procurement? **Duplicate question, see above for answer.**

16. Local Preference – can you provide further detail on how a Local Preference might be factored into the evaluations for this proposal? **Please refer to the City of Memphis website for Purchasing guidelines.**

### **From: Pre-Bid Conference**

When are Memphis accounts sent to an outside collection agency? **The process is as follows:**

- 1) Unpaid primary self-pay claims are sent to collection 105 days from the day the first invoice is sent to a patient and after at least 3 invoices have been sent. When a patient returns insurance information we re-class the claim and invoice the insurance company. Once the insurance company pays, we will bill the patient any amount still due and the clock starts again from the date we first bill the patient for this portion of the claim – referred to as the secondary self-pay claim. Unpaid secondary self-pay claims are sent to collection 90 days from the day the first invoice is sent to the patient and at least 3 invoices have been sent.**
- 2) Indigent claims are sent to collection 30 days from creation date during which time we are searching for patient demographic information.**
- 3) Patients who have established payment plans are not sent to collection until a payment has not been received in 90 days. We follow up on all broken payment plans via phone calls prior to sending to collections.**

**Claims that are deemed uncollectible prior to the thresholds outlined above are sent as soon as they are deemed uncollectible.**